What Is NOT Covered By the Limited Warranty

Items not covered by the Limited Warranty include, but are not limited to, the following:

- Product installation support
- A product purchased from anyone other than U.S. Robotics or a U.S. Robotics authorized reseller
- Routine cleaning, or normal cosmetic and mechanical wear
- A product that is modified, tampered with, misused or subjected to abnormal working conditions, including, but not limited to, lightning and water damage
- Damage from repair or replacement of warranted parts by anyone other than U.S. Robotics or a U.S. Robotics authorized service provider

THIS LIMITED WARRANTY DOES NOT GUARANTEE YOU UNINTERRUPTED SERVICE. REPAIR OR REPLACEMENT AS PROVIDED UNDER THIS LIMITED WARRANTY IS THE EXCLUSIVE REMEDY OF THE PURCHASER. THIS LIMITED WARRANTY IS IN LIEU OF ALL OTHER WARRANTIES, EXPRESS OR IMPLIED, INCLUDING, BUT NOT LIMITED TO, ANY IMPLIED WARRANT OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR USE OR PURPOSE. U.S. ROBOTICS SHALL IN NO EVENT BE LIABLE FOR ANY SPECIAL, INDIRECT, INCIDENTAL, PUNITIVE OR CONSEQUENTIAL DAMAGES OF ANY KIND OR CHARACTER, INCLUDING, WITHOUT LIMITATION, LOSS OF REVENUE OR PROFITS, FAILURE TO REALIZE SAVINGS OR OTHER BENEFITS, LOSS OF DATA OR USE, DAMAGE TO EQUIPMENT AND CLAIMS AGAINST THE PURCHASER BY ANY THIRD PERSON, EVEN IF U.S. ROBOTICS HAS BEEN ADVISED OF THE POSSIBILITY OF SUCH DAMAGES.

Jurisdiction Laws

This Limited Warranty gives you specific legal rights. You may have others, which vary from jurisdiction to jurisdiction. Some jurisdictions do not allow limitations on duration of an implied warranty, or the exclusion or limitation of incidental or consequential damages, so the above exclusion or limitation may not apply to you.

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How To Access Your Warranty Services

Telephone Support

Warranty

For 90 days, effective upon product purchase, you will have access to our technical support analysts. To obtain telephone support under the conditions of this Limited Warranty, call the appropriate U.S. Robotics number.

North America	Europe, Middle East, Africa	All Other Locations
1-800-231-8770 (toll free)	353-1-205-7700	1-847-797-6600
Monday – Friday	Monday – Friday	Monday – Friday
7 a.m. – 8 p.m.	9 a.m. – 7 p.m.	7 a.m. – 8 p.m.
Central Standard Time	Central European Time	Central Standard Time

What Information Should I Have Ready Before Calling For Support?

To enable U.S. Robotics to respond to your inquiry as efficiently and effectively as possible, please have available as much of the following information as possible before calling for support.

General Information

- ✗ Serial number and part number (both are contained within the barcode attached to the unit)
- ✗ Product model name and number
- ✗ Detailed, specific questions

Product-Specific Information

- ✗ Applicable error messages
- ✗ Add-on boards or hardware
- ✗ Third-party hardware or software
- ✗ Operating system type and revision level

Telephone Support Options

Customers who require Telephone Support beyond 90 days from the purchase date will be referred to a U.S. Robotics sales representative to establish a service contract, if desired.

Software/Firmware Updates

Warranty

For 90 days, effective upon product purchase, you will have access to U.S. Robotics' Systems Software/Firmware Updates from the U.S. Robotics' Network Systems Division web site: ***http://totalservice.usr.com***

Software/Firmware Update Options

Customers who require Software/Firmware Updates beyond 90 days from the purchase date will be referred to a U.S. Robotics sales representative to establish a service contract, if desired.

more ▶

How To Access Your Warranty Services

Hardware Support

Warranty

During the applicable Limited Warranty period, if U.S. Robotics determines your product requires servicing, you will be given a Service Repair Order (SRO) number to help us track your Limited Warranty request. Once you have received your SRO number, mail the product, postage prepaid and insured, to the below-listed shipping address. Please make sure your SRO number is clearly visible on the outside of the package and be sure to pack your unit securely.

Call the appropriate U.S. Robotics number, listed below, for Hardware Support of your product.

North America	Europe, Middle East, Africa	All Other Locations
1-800-231-8770 (toll free)	353-1-205-7700	1-847-797-6600
Monday – Friday	Monday – Friday	Monday – Friday
7 a.m. – 8 p.m.	9 a.m. – 7 p.m.	7 a.m. – 8 p.m.
Central Standard Time	Central European Time	Central Standard Time

Shipping Checklist – *Did You Include:*

- ✗ Your Name
- ✗ Your Company's Name
- ✗ Return Shipping Address
- ✗ A Contact Telephone Number
- ✗ Serial Number and Part Number (both are contained within the barcode attached to the unit)
- ✗ Brief Problem Description

Shipping Address

North America and other Locations Outside of Europe, Middle East, Africa

U.S. Robotics
ATTN: SRO Receiving
1800 W. Central Rd.
Mt. Prospect, IL 60056-2293
SRO#

Europe, Middle East, Africa

U.S. Robotics Services, Ltd.
ATTN: RMA Department
5 Richview Office Park
Clonskeagh, Dublin 14
Ireland

Hardware Support Options

Customers who require Hardware Support beyond 90 days from the purchase date will be referred to a U.S. Robotics sales representative to establish a service contract, if desired.

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U.S. Robotics Access Corp. Limited Warranty

Terms of the Limited Warranty

Your U.S. Robotics® product is covered by a Limited Warranty. U.S. Robotics warrants that the product which you have purchased from U.S. Robotics or from a U.S. Robotics authorized reseller is free from defects in materials or workmanship during the Limited Warranty period, identified in the chart below, which is effective on the date of purchase.

During the Limited Warranty period, U.S. Robotics will repair or replace the product with the same or a similar model, which may be a remanufactured unit, at U.S. Robotics option, without charge for either parts or labor. Replacement parts assume the remaining warranty of the parts they replace. This Limited Warranty extends only to the original purchaser and is non-transferable.

The chart below identifies the terms of the factory repair/replacement warranty, as well as software/firmware updates and telephone support services included with the U.S. Robotics Limited Warranty.

	Free Telephone Support	Free Software/Firmware Updates	Hardware Support
LANLinker **Product Family**	For 90 days, effective upon purchase	For 90 days, effective upon purchase	1 year Factory Repair/ Replacement
Total Control **Product Family**	For 90 days, effective upon purchase	For 90 days, effective upon purchase	2 years Factory Repair/ Replacement
TOTALswitch **Product Family**	For 90 days, effective upon purchase	For 90 days, effective upon purchase	3 years Factory Repair/ Replacement
Allegra*, Modem Pool and NETServer **Product Families**	For 90 days, effective upon purchase	For 90 days, effective upon purchase	2 years Factory Repair/ Replacement
Allegra*, Courier and DataBurst **Product Families**	For 90 days, effective upon purchase	For 90 days, effective upon purchase	5 years Factory Repair/ Replacement

**The Allegra T1 for Windows NT®, Allegra T1 for NetWare®, Allegra PRI for Windows NT and Allegra PRI for NetWare are covered under a 2-year warranty. All other Allegra products carry a 5-year warranty.*